

<b>Work Experience Policy</b>	
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## **Executive summary**

This policy sets out the principles and processes that Leeds Community Healthcare NHS have established to inform and guide the way that we will recruit, manage, and support individuals on work experience placements.

The work experience policy and procedures apply to:

- New and existing individuals on work experience placements with the Trust.
- Anyone in the process of organising a work experience placement.
- Staff who have any level of responsibility for, or contact with individuals on work experience placements.
- Educational providers who facilitate the placement of their students in work experience placements with the Trust.

The work experience policy and procedures do not apply to:

- people whose unpaid role is organised as part of:
  - A volunteer placement.
  - A placement that is a requirement of an individuals' course or training.
  - A research placement.
- Patient and Public Involvement activities.

## **Equality Analysis**

Leeds Community Healthcare NHS Trust's vision is to provide the best possible care to every community. In support of the vision, with due regard to the Equality Act 2010 General Duty aims, Equality Analysis has been undertaken on this policy and any outcomes have been considered in the development of this policy.

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## **1 Introduction**

Leeds Community Healthcare NHS Trust is committed to providing work experience placements to students and recognises the vast benefits to both the individual undertaking the placement and to the Trust. We recognise the importance of offering work experience placements to individuals to help them to gain skills, develop their understanding of the work environment, and make informed decisions about their future careers. As a Trust, offering work experience placements provides us with an opportunity to capture the future workforce and promote careers in the Health sector generally and within the Trust more specifically. Offering these placements also allows us to forge stronger links with the community and provide developmental and learning opportunities for staff.

We also recognise the benefit of including these individuals in working towards our goal to provide the best possible care to every community and acknowledge the value of their involvement. The purpose of this policy is to:

- Demonstrate our commitment to providing work experience opportunities
- Establish and maintain a fair and consistent approach to work experience
- Clarify the definition, eligibility, and role of those undertaking work experience within the Trust and how that relates to paid members of staff and to other non-paid roles.
- Uphold the principle that: 'work experience should not be used to displace paid staff or undercut their pay and conditions of service'.
- Ensure that agreements between the Trust and individuals on work experience placements are clear and consistent and follow best practice and legal guidance.

## **2 Scope**

The Trust will endeavour to offer placements to individuals where we have capacity. Included in the scope for this policy are:

- School students in years 10 and 11 undertaking a mandatory work experience placement
- School students in years 12 and 13 interested in pursuing a career in the health sector
- Students in Higher Education, who are studying towards a non-clinical qualification related to Trust business
- Individuals aged 18 and over who are interested in pursuing a career related to Trust business

Not included in the scope for this policy are:

- Students who are required to complete an elective placement as part of their course or training
- Individuals aged 13 and under

### **3 Definitions**

Work experience is defined as “a placement on employer’s premises in which a student carries out a particular task or duty, or a range of tasks or duties, more or less as would an employee, but with the emphasis on the learning aspects of the experience”<sup>1</sup>

A young person is defined as anyone under the age of 18<sup>2</sup>.

A child is defined as anyone who has not yet reached the official minimum school leaving age (MSLA). Pupils will reach MSLA in the school year in which they turn 16<sup>3</sup>.

### **4 Responsibilities**

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<sup>1</sup> The Department of Education and Skills, <http://webarchive.nationalarchives.gov.uk/20130401151715/https://www.education.gov.uk/publications/eorderingdownload/1471-2005pdf-en-01.pdf>

<sup>2</sup> Health and Safety Executive, <http://www.hse.gov.uk/youngpeople/law/>

<sup>3</sup> Health and Safety Executive, <http://www.hse.gov.uk/youngpeople/law/>

All staff employed by Leeds Community Healthcare NHS Trust must work in concordance with the Leeds Safeguarding Multi-agency Policies and Procedures and local guidelines in relation to any safeguarding concerns they have for service users and the public whom they are in contact with. The Trust expects those on work experience placements to abide by the same policies and procedures and to follow all relevant guidelines and training.

The Trust's responsibility to those undertaking work experience is to:

- Treat those on work experience placements with the same rights to safety, equality, confidentiality, and raising concerns and complaints as paid staff and people who use our services
- Provide appropriate support and supervision throughout the work experience placement and ensure the individual does not have unsupervised access to patients
- Provide regular breaks, compliant with the statutory requirements for young persons and children
- Respect holiday, caring, and extra-curricular commitments
- Review the work experience policy and procedures regularly in line with Trust guidelines

The Trust's expectation of individuals on work experience placements is that they will:

- Carry out their roles in a way that supports the Trust's aims and values, and respects the rights, opinions, and dignity of the people who use our services, and other members of paid and unpaid staff.
- Work within their role description, co-operate with staff and volunteers, and not undertake tasks that should be carried out by members of staff, especially clinical tasks or intimate personal care.

- Know which staff member has responsibility for them each time they are at work, and report to that person when they arrive and leave, and notify that person of any concerns, absences, or lateness.
- Work with appropriate supervision from their nominated supervisor at all times
- Follow the relevant Trust policies, procedures, and guidelines as outlined in...

## **5 Equality and Diversity**

Leeds Community Healthcare NHS Trust aims to provide the best possible care in every community in Leeds irrespective of age, disability, sex, gender reassignment, sexual orientation, marriage or civil partnership status, pregnancy and maternity, race, religion and belief.

As an organisation we value difference, and recognise the value that the varied backgrounds, skills, outlooks, and experiences of all staff bring to the organisation. Our Equality Strategy 2012-2016, states our intention to work in ways that uphold the aims of the general duty of the Equality Act 2010:

- To eliminate discrimination, harassment and victimisation.
- Advance equality of opportunity.
- Foster good relations between people from different groups.

Due regard for advancing equality involves:

- Removing or minimising disadvantages suffered by people due to their protected characteristics.
- Taking steps to meet the needs of people from protected groups where these are different from the needs of other people.

Our work experience policy and practice will be guided by these principles and we expect staff and individuals on work experience placements to work within the spirit of this statement.

## **6 Recruitment and Selection**

The Trust encourages requests from individuals and educational providers for work experience placements. On occasion, the Trust may work closely with specific schools and offer placements specifically to their students. The decision to accept an individual for a work experience placement will be based on the relevant manager's capacity and willingness. If the relevant manager is unable to accept an individual's work experience enquiry, they are encouraged to refer the individual to another manager or department where appropriate. The process for recruiting and selecting individuals for work placements is outlined in the Work Experience Process, which can be found in Appendix 1.

## **6.1 Eligibility**

Individuals who are eligible for clerical work experience placements are:

- School students in years 10 and 11 undertaking a mandatory work experience placement
- School students in years 12 and 13 interested in pursuing a career related to Trust business
- Students in Higher Education, who are studying towards a non-clinical qualification related to Trust business
- Individuals aged 18 and over who are interested in pursuing a career related to Trust business

Individuals who are eligible for clinical work experience placements are:

- School students in years 12 and 13 interested in pursuing a career in the health sector
- Students in Higher Education, who are studying towards a qualification related to Trust business

Individuals who are not eligible for work experience placements are:

- Students who are required to complete an elective placement as part of their course or training
- Individuals aged 13 or under

Individuals under the age of 18 must have a parent or guardian sign for consent.

## **7 Payment**

Work experience placements are designed to be a valuable and rewarding experience for the individuals who undertake them. As such, the Trust will not provide additional reward in the form of monetary payment for any work carried out by someone on a work experience placement.

## **8 Disclosure of Criminal Convictions**

DBS and other pre-employment checks are not required for individuals on work experience placements, as they will be under supervision throughout their placement.

## **9 Training, Support, and Supervision**

The supervising manager will be responsible for supporting and supervising the individual for the duration of their placement. They are able to delegate supervision to other members of staff where appropriate, however overall responsibility for the individual will remain with the supervising manager.

It is the responsibility of the supervising manager to ensure that each individual beginning a work experience placement completes a local induction on their first day.

## **10 Work Experience Agreement**

The work experience agreement will be agreed between the individual undertaking the placement and the supervisor. The following should be discussed and agreed:

- Length of placement
- Location(s) of placement
- Start and finish times
- Uniform/dress code
- Responsibilities

It is the responsibility of the supervisor to determine the type of work the placement will cover, and the extent of the individuals' involvement.

Once these are agreed, a Work Experience Agreement will be drawn up for the individual to sign. A copy of this contract template can be found in Appendix 2.

### **10.1 Examples of the types of work that would be appropriate for work experience placements**

For safety reasons, the Trust has deemed it inappropriate for individuals under the age of 16 to undertake placements in clinical environments. If the individual is required to undertake a task alone (i.e. photocopying or printing), the supervisor is responsible for applying appropriate safeguards.

#### **10.1.1 Individuals aged 14+**

- Observing or shadowing clerical staff
- Answering the phone
- Assisting with filing and photocopying
- Data entry
- Shadowing meetings or interviews
- General administration tasks

#### **10.1.2 Individuals aged 16+**

- Observing or shadowing clinical staff
- Observing clinician-patient interactions with patient consent
- Assisting to feed patients with patient consent

## **11 ID Badges**

ID badges will not be provided for individuals on work experience placements. However, they must comply with all security policies at any site at which they undertake work experience duties.

## **12 Expenses**

Individuals on work experience placements should not be in a position where out-of-pocket expenses can occur.

## **13 Work Experience and Benefits**

Individuals on work experience placements are responsible for making sure that they understand and fulfil any obligations that they have concerning benefits, income tax, tax credit, or residency status whilst on placement.

## **14 Insurance**

Individuals on work experience placements will be covered for personal accident and public liability through the Trust's insurance as long as they carry out activities with the agreement and supervision of their supervisor and within their role description. The Trust is not responsible for the loss of personal items on Trust premises and is not able to guarantee the safety of these items.

## **15 Data Protection and Confidentiality**

The Trust keeps records about individuals on work experience placements and the roles they carry out to support its work and legal obligations. The information will be kept in accordance with the Data Protection Act; therefore the Trust will only ask for information that is needed, will keep the information securely, limit access to it and will not pass personal details on without the consent of the volunteer, unless there is a legal obligation to do so. Individuals' personal records will be treated with the same

confidentiality as staff and patient records and they have the right to see the information that is held about them. Individual work placement files will be destroyed 3 years after their placement has ended.

## **16 Health and Safety**

Leeds Community Healthcare Trust recognises its duties under the Health and Safety at Work Act 1974 and is committed to the health and safety of all individuals carrying out work experience placements. We will provide information, training, supervision and any necessary equipment to enable individuals to remain safe. The development of work placement roles will include risk assessments. The Trust expects individuals on work experience to recognise their duty to follow Health and Safety advice at all times.

## **17 Declining work experience applications and ending placements**

The Trust recognises that individuals on work experience placements are free to end their applications or leave their placement at any time. If their decision to end an application or leave is due to a problem related to their role we would encourage the individual to let us know about this, and, where necessary, follow the procedure for raising concerns and complaints (Appendix 3) so that we can try to resolve the concern before a decision to leave is made, and so that we can improve work experience placements in future.

The Trust may decide to decline an application or end a work experience placement at any time. Where this happens, we will make sure that we have followed procedures for dealing with issues fairly, give appropriate notice (except in the case of concerns which could be interpreted as serious misconduct) and discuss the reasons for the decision with the individual.

Reasons for declining a work experience application:

- The applicant is not eligible to work in the UK

- It is not possible to provide the necessary support to enable the work experience placement to be carried out safely and with appropriate supervision
- The individual is deemed to be unsuitable for their requested placement; in this case, efforts will be made to find a suitable placement for the individual if this is appropriate

Reasons for ending a work experience placement:

- The individual is deemed to be unsuitable for their placement; in this case, efforts will be made to find a suitable placement for the individual if this is appropriate
- Concerns about the individual's conduct, including failure to meet the Trust's expectations or policy guidelines.

## **18 Risk Assessments**

The implementation of this policy and related guidelines and procedures will reduce risks to the organisation of litigation arising from issues relating to individuals on work experience placements, including Health and Safety, employment law, safeguarding and breaches of confidentiality. Risk assessments must be undertaken in areas accepting students, taking into account the immaturity, inexperience and likely inquisitiveness of some students. Advice as to what the risk assessment should include is available from the Trust's Health and Safety advisor or Risk Management Department.

## **19 Training Needs**

Staff are directed to the LCH Statutory and Mandatory Training Policy including Training Needs Analysis and up to date information is available on the Intranet for course details.

## **21 Approval and ratification process**

The policy has been approved by Joint Negotiating Consultative Committee and ratified by the Remuneration Committee on behalf of the Board.

This information above needs to be inserted into your policy:

## **22 Dissemination and Implementation**

Dissemination of this policy will be via the Workforce Department to services and made available to staff via the intranet.

Implementation will require:

- Operational Directors/ Heads of Service/General Managers to ensure staff have access to this policy and understand their responsibilities for implementing it into practice
- The Workforce Department provide appropriate support and advice to staff on the implementation of this policy

## **23 Review arrangements**

This policy will be reviewed in April 2019 following ratification by the author or sooner if there is a local or national requirement.

## **24 References**

The Department of Education and Skills,

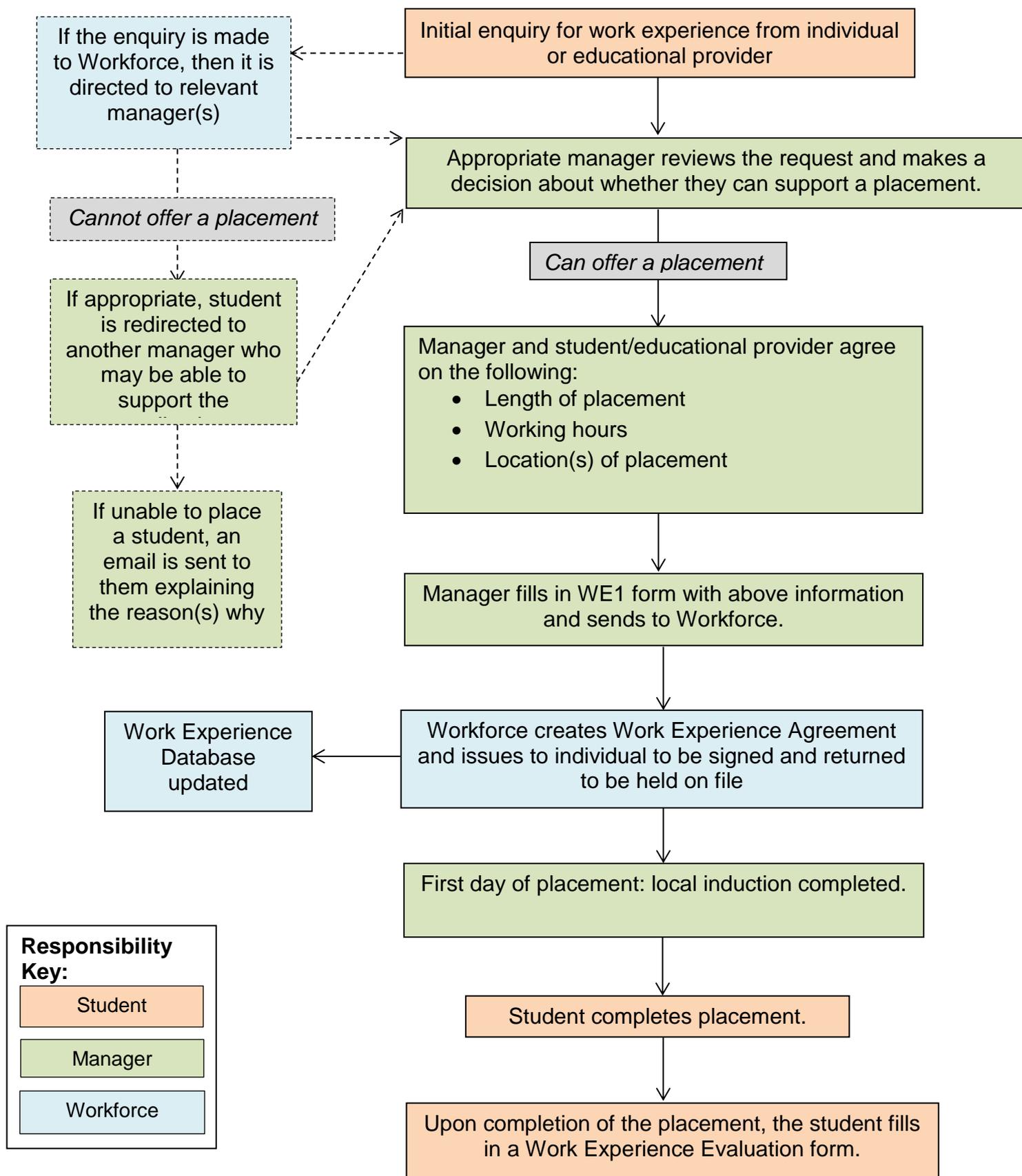
<http://webarchive.nationalarchives.gov.uk/20130401151715/https://www.education.gov.uk/publications/eorderingdownload/1471-2005pdf-en-01.pdf>

Health and Safety Executive, <http://www.hse.gov.uk/youngpeople/law/>

Health and Safety Executive, <http://www.hse.gov.uk/youngpeople/law/>

## Appendices

### 1 Work Experience Process



## 2 Work Experience Agreement



Telephone enquiries, please contact: xxxxx

Email:

Website: [www.leedscommunityhealthcare.nhs.uk](http://www.leedscommunityhealthcare.nhs.uk)

### PRIVATE AND CONFIDENTIAL

Name

Address

Date

Dear xxxxx

I am pleased to confirm our offer of work experience placement within xxxxx department at Leeds Community Healthcare. We are really excited to have you join us and hope you are too. Work experience placements are a great opportunity for you and for us, and we hope you enjoy your time with us at Leeds Community Healthcare.

The following information will outline the details of your placement with us and the necessary information you need to know before you start. Please read all of this information carefully, sign both copies, and return one in the enclosed return envelope at your earliest possible convenience.

Your supervisor during your time with us will be xxxxx. Please contact xxxxx on xxxxx in the first instance if you have any questions or if any issues arise. Your placement will commence on xxxxx and finish on xxxxx. Your agreed hours will be (days, e.g. Mon-Fri; Tues and Thurs, etc.) from xxxxx to xxxxx. On your first day, please report to xxxxx for your site induction.

**Confidentiality:** During the course of your placement you may have access to information of a confidential nature, in particular information relating to the diagnosis and treatment of patients, individual staff and/or patients records, and details of contract prices and terms. You must under no circumstances disclose any confidential information to any person or make use of the information either during or after the placement. You should not access personal data that your supervisor has not instructed you to access. Failure to follow these conditions, may lead to prosecution should we become involved in a case of litigation instigated by the patient. If you disclose or misuse information we will terminate your placement immediately. In certain circumstances you may also be liable to prosecution under the Data Protection Act 1998.

**(clinical placements only) Dress Code:** You should wear comfortable, clean, smart clothes. You should not wear jeans, tracksuits, leggings, open toed sandals, trainers or high-heeled shoes. Please remember you will be required to be 'bare below the elbow' for infection control. If your hair is long, you should tie it back with a plain band. False nails, nail extensions/wraps or nail varnish must not be worn on duty; these can harbour bacteria. Visible body piercing

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including tongue studs must be removed or covered; an SOS necklace may be worn to indicate the existence of a medical condition but this should be worn inside clothes and other than small stud earrings no other jewellery is permitted. Fingernails must be kept clean and short. You may be asked to wear protective clothing in certain areas. Any exceptions to the Trust Dress Code (e.g. for religious or health reasons) should be in line with the Trust Dress and Appearance Policy. If you have any queries with regard to the dress code please contact xxxx.

**Health and Safety:** You have a duty to take reasonable care to avoid injury to yourself and to others by your work activities, and are required to comply with our policies in meeting these statutory requirements. During induction you will undertake further training in health and safety. This will include fire safety. A copy of the health and safety policy is available for inspection.

**Criminal Record:** Any convictions, cautions or bindovers should be declared. Please contact me to discuss this if it affects you.

**Raising a Matter of Concern:** If you see or hear anything that concerns you, please notify the in the first instance. **Loss/Damage of Personal Effects:** No liability can be accepted for loss or damage to personal property on our premises by burglary, fire, theft, or otherwise. You are advised accordingly to provide your own insurance cover.

**Loss/Damage of Personal Effects:** No liability can be accepted for loss or damage to personal property on our premises by burglary, fire, theft, or otherwise. You are advised accordingly to provide your own insurance cover.

If you have any questions please do not hesitate to contact me on xxxx. We sincerely hope you enjoy your placement with us, and look forward to welcoming you soon.

Kind regards

xxxxx

Job Title

I accept this placement on the terms and conditions outlined above and have retained a copy.

Name: \_\_\_\_\_

Signed: \_\_\_\_\_

Parent/Guardian's signature (if under 18): \_\_\_\_\_

Date: \_\_\_\_\_

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*(For Workforce use)*

I confirm that a DBS check is not required for the work experience applicant

Name: \_\_\_\_\_

Signed: \_\_\_\_\_

Date: \_\_\_\_\_

### 3 Dealing with Problems, Raising Concerns or Complaints

Leeds Community Healthcare is committed to listening to, taking seriously and, where necessary, acting upon any concerns that are raised with us. We aim to: identify and solve problems promptly, fairly, appropriately and consistently; to listen and learn from comments and concerns.

If the individual undertaking a work experience placement has a concern or complaint, they are advised to take the following steps:

- Discuss it first with their named supervisor. If the issue concerns that member of staff or it cannot be resolved in this way, please:
- Take the matter to the person with overall responsibility for work experience placements. This can be done either verbally or in writing. A written acknowledgement will be sent within 5 days and we will aim to resolve the issue within 15 working days wherever possible. If the issue cannot be resolved, or the individual is not happy with the outcome, they should:
- Use the Trust's formal complaints procedure. More information can be provided by the member of staff who is dealing with the issue, or can be found on the Leeds Community Healthcare website:  
[http://www.leedscommunityhealthcare.nhs.uk/contact\\_us/compliments\\_comments\\_and\\_complaints/](http://www.leedscommunityhealthcare.nhs.uk/contact_us/compliments_comments_and_complaints/)